

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:
Lawrence E. Ploetz et al. § Group Art Unit: 2166
Application No.: 10/723,687 § Examiner: Yen, Syling
Filed: November 26, 2003 § Confirmation No.: 8921
For: System and Method for Providing
Potential Problem Solutions to a
Service Provider § Atty. Docket: 136098SV/YOD/EUB/KAN
§ GEMS:0255

CERTIFICATE OF TRANSMISSION OR MAILING 37 C.F.R. 1.8	
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December 23, 2008 Date	/Lee Eubanks/ L. Lee Eubanks IV

**AMENDMENT AND RESPONSE TO
OFFICE ACTION MAILED SEPTEMBER 23, 2008**

Dear Sir:

This is in response to the Office Action mailed on September 23, 2008.